



## Università degli Studi di Siena - Sistema Bibliotecario di Ateneo | Italy Education

The University of Siena is rich in history, a great tradition of knowledge and is committed to research and innovation. Throughout its existence the University has achieved recognition in every field of study and today presents top level innovative results in research, teaching and services. The twentieth century saw constant growth at the University, from four hundred students enrolled between the two World Wars to over 18,000 in recent years, distributed across 14 departments offering 34 undergraduate courses (including 11 Double Degree course), 38 Masters' courses and 6 single-cycle courses, of which 17 are entirely in English. The University Library System supports the organization, management and computerization of the University Area Libraries.



*The introduction of a print management system in the University Library System, to enable centralized management of the public printer fleet, has significantly reduced the impact on the IT system, provides students complete autonomy and upgrades the level of security and privacy.*



Dott. Guido Badalamenti  
Head of the Research, Libraries and Third Mission Area





## Customer challenges

■ ■ The University Library System needed to provide its students with a managed printing service with the least possible impact on the internal IT infrastructure, plus self-registration and recharging their accounts with complete autonomy. The University's main challenge was to support every student throughout the printing service whilst reducing IT support to a minimum.



## Offered solution

■ ■ The local Canon partner Pro.Digi Srl, already a supplier of multifunction systems at the University, has offered complete service management with Canon multifunction systems connected to uniFLOW Online. The University's 18,000 students and external users have access to the Canon multifunction systems distributed across the University's 5 Area Libraries and 11 facilities spread across three territorial locations (Siena, Arezzo, Grosseto). The self-service approach allows students to self-register and top up their accounts through PayPal. Pro.Digi has developed a website in both English and Italian, providing simple, intuitive instructions and descriptive videos to facilitate use of copy, print and scan functions.

### Connected devices

19 x imageRUNNER ADVANCE DX  
C3922

### Software solution

- uniFLOW Online with 19 x Cloud Print & Scan subscriptions
- My Print Anywhere
- Email print
- Scan to Myself
- Scan to and Print from Google Drive
- Web upload and print via the uniFLOW Online Print & Scan App
- Print from USB pen drive from Canon devices



## Benefits

■ ■ The University has benefited from Pro Digi's experience over many years providing managed printing services without having to manage the service or incur costs for the provision of Canon multifunction devices and the uniFLOW Online solution. This cloud-based solution has had minimal impact on the University's IT infrastructure. Students have complete autonomy when registering and using the service thanks to the support offered by Pro.Digi, both through the web page dedicated to the service (<https://prodigiuniflow.altervista.org/it/>) and a dedicated Helpdesk service. The Canon partner has gained customer loyalty and an opportunity to expand the service to other University facilities.